

ABSTRACT OF THE DISCLOSURE

A support interface module for communications between a host system and a support host over a network. The host system includes at least one application interface having a support module. The support host includes a support services resource. The support interface module includes a session handler for receiving a user request from the support module and for controlling the activities of the support interface module, at least one session generated by the session handler for processing the user request, a transport handler initialized by the at least one session for managing communications with the support host, and at least one transport generated by the transport handler for communication of the at least one session with the support services resource. The at least one session includes an application programming interface through which the at least one session cooperates with the support module to process the user request.